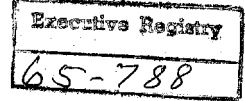


THE WHITE HOUSE
WASHINGTON



MEMORANDUM FOR CABINET MEMBERS
AND AGENCY HEADS

On February 3, 1964, the President sent to you a personal memorandum regarding the handling of White House mail referred to Departments or Agencies for response.

The volume of mail addressed to the President is increasing sharply. The White House referrals are increasing proportionately. While the President wishes to discuss this fully at the next meeting of the Cabinet, he has asked that the 1964 memorandum be supplemented immediately with the following:

1. That referred correspondence addressed to the President be replied to within 48 hours, excluding weekends and holidays.
2. That where initial acknowledgments are used, promising substantive responses later, such follow-up letters should be dispatched within five working days.
3. That all correspondence reflecting adequate return addresses be acknowledged with appropriate replies.

The special situations arising from unusually heavy mail flows regarding legislation, public issues or news developments may in some instances require improved procedures to assure that this prompt handling of White House referrals is accomplished efficiently and economically.

A report would be appreciated by February 20 on both the status of White House referrals currently at your Department or Agency and on innovations your offices find effective in meeting heavier-than-usual flows of White House and Congressional referrals.

Horace Busby
Special Assistant to the President

February 16, 1965